



Craig Betts  
Chief Information Officer

Paul Burr  
Business Solutions &  
Integration

Tony Kiriluk  
Enterprise Infrastructure

Quinn Korbolic  
Regional Services

Kobe Harkins  
Customer & Enterprise  
Solutions

Craig Betts  
SAP

Washoe County  
1001 East Ninth Street  
PO Box 11130  
Reno, NV 89520.0027

775.328.2350  
Fax 775.328.3640

**DATE:** 5/4/2017

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Annette Van Der Wall

**THROUGH:** Quinn Korbolic, IT Manager, qkorbolic@washoecounty.us

**SUBJECT:** A review, discussion and possible action to approve, deny or otherwise modify a request to renew the Voiance service agreement for language interpretation services for all three primary Public Safety Answering Points (PSAPs) for a total yearly cost not to exceed \$12,000.00 and request that Washoe County staff negotiate and enter into a new contract for these interpretation services.

**SUMMARY**

Washoe County limits automatic renewals of a contract to 3 years, unless specifically requested and approved by the Board of County Commissioners. The Voiance contract term expired February 12, 2017 and Technology Services has been requesting that the PSAPs provide a new contract for the 911 Emergency Response Advisory Committee to review. The contract is now on a month to month basis.

**NRS APPLICABLE:** *NRS 244A.7645* Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

**STAKEHOLDER REVIEW(s)**

(3) Primary Public Safety Answering Points (PSAPs) Reno, Sparks, and Washoe County Sheriff

**PREVIOUS ACTION**

On November 21, 2013 The 911 Emergency Response Advisory Committee approved funding of the language interpretation services from Voiance for the three (3) PSAPs of Reno, Sparks and Washoe County at a monthly cost not to exceed a total of \$1,000.

**BACKGROUND**

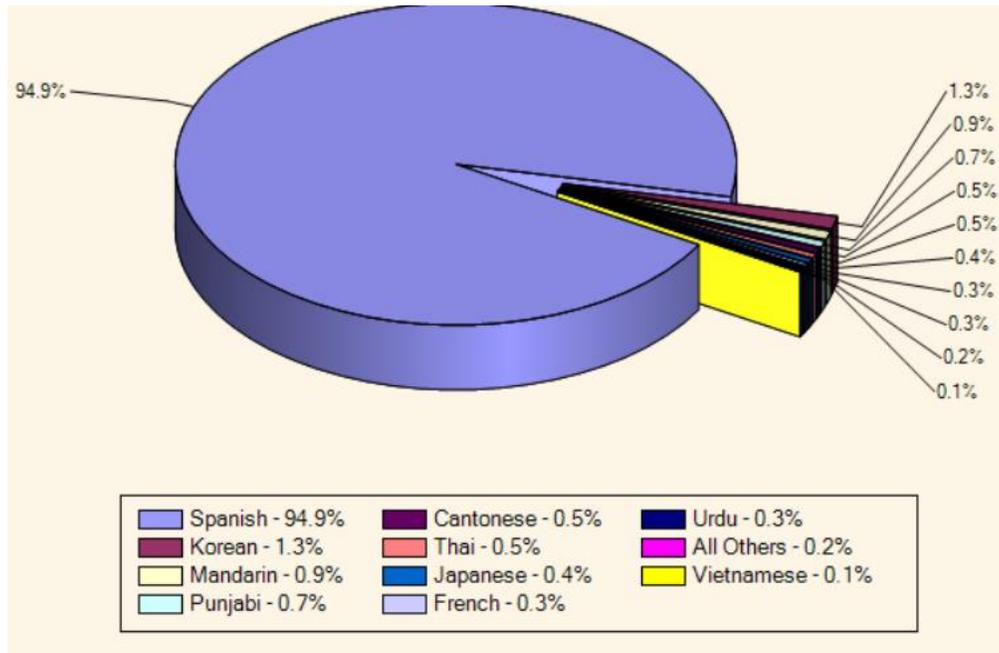


Figure 1 -Fiscal Year 2016/2017 information below based on all (3) primary Public Safety Answering Points.

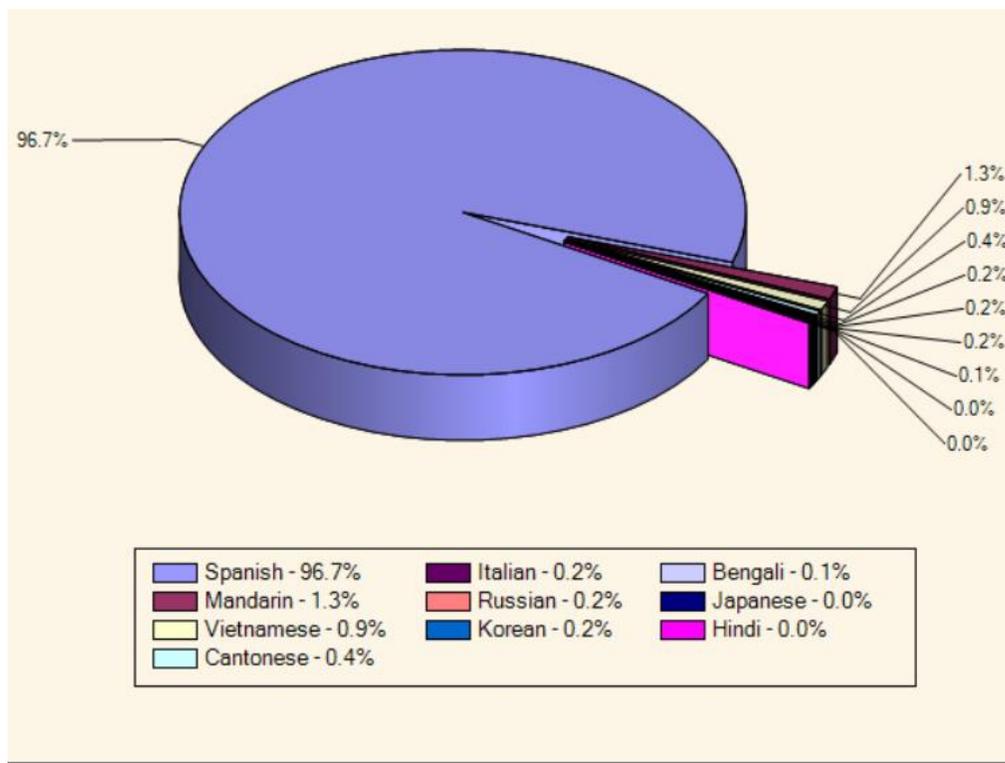


Figure 2 - Fiscal Year 2015/2016 information below based on all (3) primary Public Safety Answering Points.

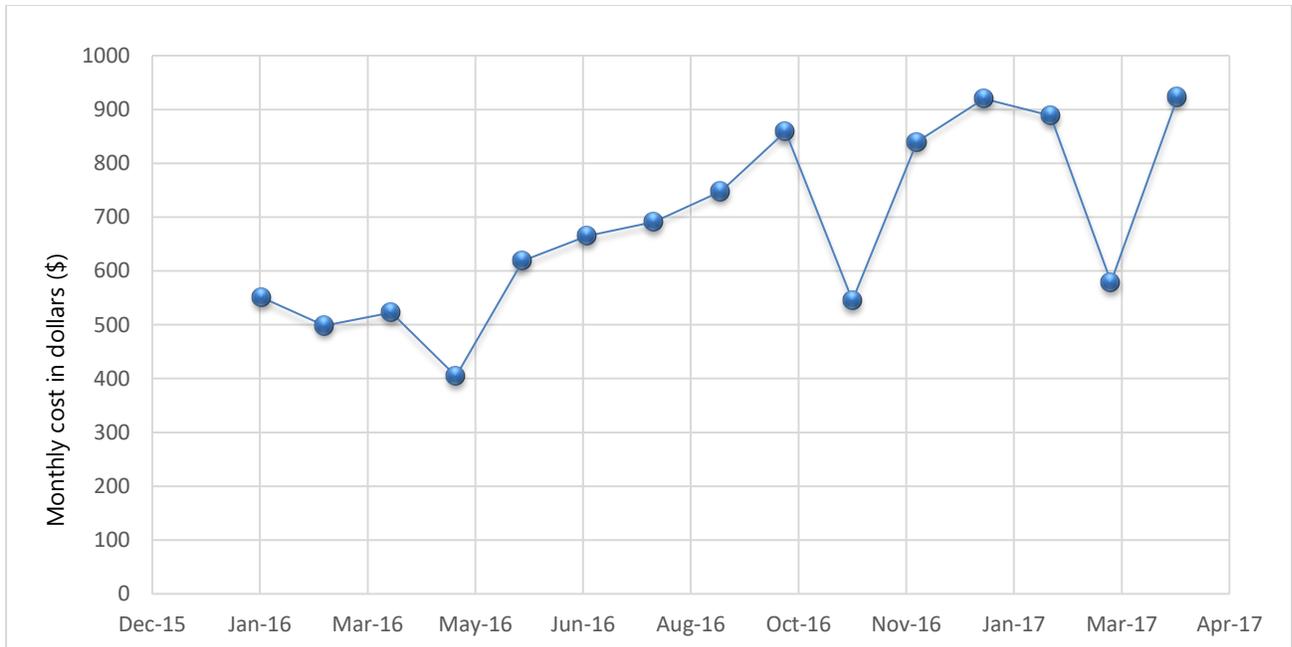


Figure 3 - Monthly Costs fluctuate with emergencies. The trend is an increase over time.

### **FISCAL IMPACT**

- It is estimated that the FY2016/2017 cost may total \$9,700 and is likely to increase in FY2017/2018 given the increase in per-minute rate for Spanish translation services from \$0.57 to \$0.65.
  - Actual payment total FY2015/2016, \$7,133.09
  - Actual payment total FY2014/2015, \$6,131.68

### **RECOMMENDATION**

Request to renew the Voiance service agreement for language interpretation services for all three primary Public Safety Answering Points (PSAPs) for a total yearly cost not to exceed \$12,000.00 and request that Washoe County staff negotiate and enter into a new contract for these interpretation services.

### **POSSIBLE MOTION**

Move to renew the Voiance service agreement for language interpretation services for all three primary Public Safety Answering Points (PSAPs) for a total yearly cost not to exceed \$12,000.00 and request that Washoe County staff negotiate and enter into a new contract for these interpretation services.